

Windsor Great Park Illuminated

2025 Access Guide

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Event Information

For all event accessibility queries please submit a request to our Customer Service team here under 'Accessibility Information':

<https://help.windsorilluminated.com/hc/en-gb/requests/new>

Site Description

Our entrance is accessible and step free. We have made improvements to the trail path and whilst we will always try to be as fully inclusive as we possibly can, Windsor Illuminated is an outdoor event in natural woodland that could pose problems for mobility and is not suitable for wheelchairs, mobility scooters or buggies, and will be particularly challenging in wet weather.

Please note that some areas of the trail include both an incline and a small decline, which could make it slightly more challenging to manoeuvre manual wheelchairs at these points.

See here for images from 2024 of terrain, ride access, toilet facilities, and food vendors here: <https://help.windsorilluminated.com/hc/en-gb/articles/20534132183709-Are-there-any-images-of-the-terrain-and-access-facilities>

An updated guide for 2025 will be uploaded soon.

If you would like to shorten your visit, please speak to event staff in a hi-vis jacket and they will advise the alternative route/s. Please note that if you take the shorter path, you will miss some of the light displays.

If you find queueing difficult and require a faster entry to the event upon arrival with your Essential Companion, please make yourself known to a steward at the gate who will be able to fast track your entry.

Please note that there are bag searches in operation at our entrance.

Lighting and Music

While there is no strobe lighting or intense flashing along the trail, some of the installations pulse. We will have further information on the lighting and music at individual installations shortly, check back here soon!

Low Sensory Session

We will have a Low Sensory Session on November 25th 2025. For the sensory session at Windsor Great Park Illuminated, the lighting will be raised to highlight pathways and reduce the impact of the features, music will be lowered, and capacity will be limited to allow visitors to move more freely around the trail.

Blue Badge Parking

Yes, Blue Badge Parking is available to add to your order. Please note this is limited and **MUST** be booked in advance of your visit so that the team on site can reserve your space.

A valid blue badge number will be requested following your Blue Badge Car Parking purchase when you receive your order confirmation. If you do not have a valid blue badge number, your Blue Badge Car Parking ticket will be cancelled. You will also need to present your blue badge upon arrival at the event.

Wheelchair Hire

We will have an all-terrain wheelchair available for free hire in advance of your visit. Please contact our Customer Service team to enquire if this is available on your booked date.

Medical Facilities

We have first aid medical facilities onsite. If you need urgent medical attention, then please contact any member of staff.

Unfortunately, we do not have any secure storage for medicines on site.

Essential Companion Ride Tokens

If you require an Essential Companion for the rides. Please do speak to a member of staff at the token booth. Please bring your Essential Companion ticket or supporting documentation with you.

Essential Companion Tickets

If you require assistance at the event, please be sure to add an Essential Companion ticket along with your own entry ticket when purchasing. Essential Companions can enter free of charge, but there must be a valid adult ticket on the booking.

For Child and Teen ticket holders, an Essential Companion or Personal Assistant ticket shall also be provided if required, at no additional cost, but the child or teen must be accompanied by a paying adult ticket holder.

On the checkout page, you will be asked to upload your supporting documentation for your Essential Companion ticket. This will be reviewed by See Tickets. Should See Tickets require any additional information, or documentation they will be in contact with you. Please note if you do not hear from See Tickets following your application, this means your tickets are valid and you will be able to use them when you attend the event.

Examples of relevant documentation are as follows:

- ✓ Copy of DLA, PIP or Adult Disability Payment entitlement letter
- ✓ Evidence of registered severely sight impaired (blind)
- ✓ CredAbility Access Card (with +1 icon)
- ✓ Copy of Attendance Allowance letter
- ✓ Recognised Assistance Dog ID card
- ✓ A current and valid blue badge
- ✓ Any other relevant documentation

The above scheme is for customers with permanent/long term access requirements and are not for people with temporary impairments such as broken bones, healing wounds, or people who are pregnant.

Assistance Dogs

Windsor Great Park Illuminated is committed to making sure the event is as inclusive and accessible to all and we understand that some customers will rely on an assistance dog to attend our events.

Windsor Great Park Illuminated reserves the right to turn away dogs at the gate who do not comply with Assistance Dogs UK guidelines surrounding assistance dogs.

In order to ensure the smoothest entry possible, we would advise contacting our customer service team so that they can help facilitate your entry at the event and provide necessary information regarding the venue.

Access Map

We will have a 2025 Access Map available shortly, check back here soon!

Orientation Visits

We understand that outdoor events can be an overwhelming experience for some of our guests who have sensory concerns or those who find noisy and busy spaces more difficult. At Windsor Illuminated, you may experience flashing lights, loud sounds, different smells and busier spaces at times.

If you require to visit before deciding on attending to see if the event is suitable, please contact our Customer Service team regarding an orientation visit and they will be able to assist.

Contact Us

Please submit a request to our customer service team here under 'Accessibility Information': <https://help.windsorilluminated.com/hc/en-gb/requests/new>

You can also call our customer service team at, 020 8233 5400, on weekdays (Monday to Friday) between 9:30 am - 5:00 pm.